



# Color LaserJet Pro MFP M278-M281 入门指南 Getting Started Guide



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[www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP)



[www.register.hp.com](http://www.register.hp.com)

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## ! 重要信息:

执行打印机硬件设置海报上的**步骤 1 - 2**，然后继续执行**步骤 3**。



## 3. 在控制面板上进行初始设置

开启打印机之后，等待其初始化。要在控制面板上导航，请使用轻触、轻扫和滚动手势。按控制面板上的提示配置以下这些设置：

- 语言
- 位置
- 默认设置

在**默认设置**下选择以下某个选项：

• **自我管理**：为大多数用户优化的默认设置，其中包括引导式设置和配置步骤以及自动更新。

• **IT 管理**：为批量管理优化的默认设置。

初始设置之后，全部设置均可自定义。

**注**：选择**打印信息页**可打印一页内容，其中说明如何更改默认设置。

## 4. 选择连接方法

### USB 直接连接打印机和计算机

使用 A 转 B 型 USB 电缆。

#### Windows

1. 安装软件之前请勿连接 USB 电缆。安装过程将适时提示连接电缆。如果已连接电缆，则在安装过程提示连接电缆时重新启动打印机。
2. 继续执行“**5. 下载和安装软件**”。

#### OS X

1. 对于 OS X，在安装软件之前使用 USB 电缆连接计算机和打印机。
2. 继续执行“**5. 下载和安装软件**”。

### 有线以太网网络连接 (可选)

使用标准网络电缆。

1. 使用网络电缆连接打印机和网络。等待几分钟，让打印机获取网络地址。
2. 继续执行“**5. 下载和安装软件**”。

### 无线网络连接 (仅限无线型号)

#### 触摸屏控制面板

1. 要将打印机连接到无线 (Wi-Fi) 网络，请在打印机控制面板上轻触“无线”按钮。
2. 依次轻触**无线**菜单、**无线设置向导**。从 SSID 列表中选择该网络名称，如果未列出该网络名称，则输入它。
3. 使用键盘输入通行短语，然后轻触**确定**按钮。
4. 等待打印机建立网络连接。
5. 在打印机控制面板上，轻触“网络”按钮。如果列出 IP 地址，则已建立网络连接。如果未列出，请再等待几分钟，然后重试。记下 IP 地址供安装软件时使用。  
**IP 地址示例**：192.168.0.1

### 手动配置 IP 地址

有关如何手动配置 IP 地址的信息，请参阅打印机《用户指南》，网址为 [www.hp.com/support/ljm278MFP](http://www.hp.com/support/ljm278MFP)。

## 5. 下载和安装软件

### 方法 1: 下载 HP Easy Start (Windows 和 OS X)

1. 访问 [123.hp.com/laserjet](http://123.hp.com/laserjet), 然后单击**下载**。
2. 按屏幕上的说明和提示将文件保存到计算机。
3. 从保存软件文件的文件夹中启动该文件。

### 方法 2: 从打印机支持网站下载 (Windows 和 OS X)

1. 访问 [www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP)。
2. 选择**软件和驱动程序**。
3. 下载适用于您的打印机型号和操作系统的软件。
4. 从保存软件文件的文件夹中启动该文件。

### 方法 3: 从打印机 CD 安装 (仅限 Windows)

1. 将打印机 CD 插入计算机。
2. 按照屏幕上的说明安装软件。

#### ① 安装说明

有关打印机软件的更多详细信息, 请参阅打印机 CD 上的安装说明文件。

### Readiris Pro for HP

Readiris Pro 为 HP 产品提供高级 OCR 和扫描功能。可轻松地将纸质文档变为可编辑和可搜索的 PDF 文件进行存储和共享。要从 Web 下载该软件, 请访问: [www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP)。

依次选择**驱动程序**、相应的操作系统, 然后单击**下一步**。依次单击**应用程序 - 第三方**、**下载**按钮。

## 6. 移动打印 (可选)

### 6.1 将设备连接到无线网络

要从手机或平板电脑进行打印, 请将该设备与打印机连接到同一无线网络。

**Apple iOS 设备 (AirPrint):** 打开要打印的项, 然后选择“操作”图标。依次选择**打印**、**本打印机**、**打印**。

**Android 设备 (4.4 或更高版本):** 打开要打印的项, 然后选择**菜单**按钮。依次选择**打印**、**本打印机**、**打印**。

某些设备需要从 Google Play 商店下载“HP Print Service 插件”应用程序。

**Windows Phone:** 从 Windows 应用商店下载“HP AiO Remote”应用程序。

#### ① 详细了解移动打印

有关这些和其他操作系统 (Chrome/Google 云打印) 的进一步信息, 请访问 [www.hp.com/go/LaserJetMobilePrinting](http://www.hp.com/go/LaserJetMobilePrinting) 或扫描二维码。



### 6.2 Wi-Fi Direct (仅限无线型号)

通过 Wi-Fi Direct, 智能手机、平板电脑或计算机等支持 Wi-Fi 的设备可直接与打印机建立无线网络连接, 而不必使用无线路由器或接入点。连接到打印机的 Wi-Fi Direct 信号与将支持 Wi-Fi 的设备连接到新的无线网络或热点的方式相同。

#### 启用 Wi-Fi Direct

要从控制面板中设置 Wi-Fi Direct, 请完成以下步骤:

1. 从打印机控制面板上的主屏幕中, 轻触**连接信息** 按钮, 然后打开以下菜单:
  - Wi-Fi Direct
  - 设置
  - 开/关
2. 轻触**开**菜单项。打印机将保存设置, 然后使控制面板返回 **Wi-Fi Direct 设置** 菜单。

① 有关无线打印和无线设置的详细信息, 请访问 [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting)。

#### 发现打印机

1. 从移动设备上开启 Wi-Fi, 然后搜索无线网络。
2. 选择打印机控制面板上显示的打印机。  
示例打印机名称: Direct-bb-HP M277 Laserjet

## 7. 设置通过电子邮件的 HP ePrint (可选)

使用通过电子邮件的 HP ePrint 打印文档时, 只需从任何支持电子邮件的设备 (甚至可从不在同一网络上的设备) 将这些文档作为电子邮件附件发送到打印机的电子邮件地址即可。

要使用通过电子邮件的 HP ePrint, 打印机必须满足以下这些要求:

- 打印机必须连接到有线或无线网络并可访问 Internet。
- 打印机上必须启用 HP Web 服务, 并且打印机必须注册到 HP Connected。

#### 启用 HP Web 服务


1. 从打印机控制面板上的主屏幕中, 轻触**连接信息** 按钮, 然后打开以下菜单:
  - HP ePrint
  - 设置
  - 启用 Web 服务


2. 轻触**确定**菜单项。随后打印机将启用 Web 服务, 然后打印一张信息页。该信息页包含在 HP Connected 注册 HP 打印机所需的打印机代码。
3. 访问 [www.hpconnected.com](http://www.hpconnected.com) 以创建 HP ePrint 帐户并完成设置过程。

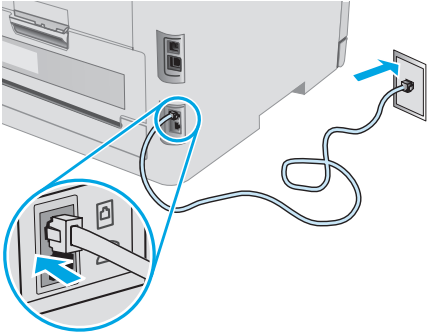
## 8. 设置传真（仅限传真型号 - 可选）

### 8.1 连接打印机




本打印机为模拟设备。HP 建议在专用模拟电话线路上使用本打印机。

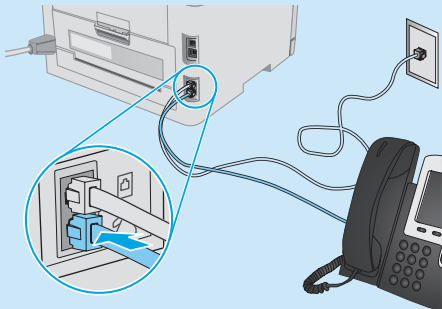
 **注：**部分国家/地区可能需要使用适配器才能连接本打印机随附的电话线。

用打印机随附的电话线连接打印机上的传真端口  与墙上的电话插孔。



#### 如何连接电话应答机或电话分机？

1. 从电话端口  上拔下插头。
2. 从电话插孔中拔下电话应答机的电话线，然后将这条电话线连接到打印机上的电话端口 .
3. 用打印机随附的电话线连接打印机上的传真端口  与墙上的电话插孔。



#### 如何在数字电话环境下设置 HP 打印机？

HP 打印机专为使用传统模拟电话服务而设计。对于数字电话环境（如 DSL/ADSL、PBX、ISDN 或 FoIP），为打印机设置传真时可能需要使用数模滤波器或转换器。

**注：**根据电话公司的不同，打印机可能并非在所有数字环境下与所有数字服务线路或提供商兼容或与所有数模转换器兼容。请与电话公司联系以判断何种设置方式最佳。

**注：**在内外线电话振铃模式不同的 PBX 电话系统中设置振铃模式检测时，务必使用外线号码拨打打印机传真号以录制振铃模式。




### 8.2 配置打印机

必须配置传真时间、日期和标题设置才能使用传真功能。

#### HP 传真设置向导 (Windows)

1. 打开 HP Printer Assistant。
  - **Windows 10:** 从**开始**菜单中，依次单击**所有应用**、**HP**，然后选择打印机名称。
  - **Windows 8.1:** 单击“开始”屏幕左下角的向下箭头，然后选择打印机名称。
  - **Windows 8:** 右击“开始”屏幕上的空白区域，单击应用栏上的“所有应用”，然后选择打印机名称。
  - **Windows 7、Windows Vista 和 Windows XP:** 从计算机桌面上，单击“开始”，选择“所有程序”，单击“HP”，单击打印机的文件夹，选择带有打印机名称的图标，然后打开 HP Printer Assistant。
2. 在 HP Printer Assistant 中选择**传真**，然后选择**传真设置向导**。
3. 按照屏幕上的说明配置传真设置。

#### “基本设置”菜单

1. 从打印机控制面板上的主屏幕中，轻触“设置”  按钮。
2. 依次选择**传真设置**、**基本设置**。
3. 选择**时间/日期**。
4. 选择**12 小时制**或 **24 小时制**。
5. 使用小键盘输入当前时间，然后轻触**确定**按钮。
6. 选择日期格式。
7. 使用小键盘输入当前日期，然后轻触**确定**按钮。
8. 选择**传真标题**。
9. 使用小键盘输入传真号，然后轻触**确定**按钮。  
 **注：**传真号最多可包含 20 个字符。
10. 使用小键盘输入公司名称或标题，然后轻触**确定**按钮。要输入标准小键盘上没有的特殊字符，请轻触 **@# \$** 按钮以打开包含特殊字符的小键盘。  
 **注：**传真标题最多可包含 40 个字符。

#### 了解详细信息！

有关发送传真的其他方法（如安排以后发送传真或从计算机发送传真）的详细信息，请参阅打印机 CD 上的《用户指南》或访问：[www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP)

## 9. 使用扫描功能

使用计算机上的 HP Scan 软件在打印机上开始进行扫描作业。

### Windows

打开 HP Printer Assistant，依次选择**扫描**、**扫描文档或照片**。

### OS X

转到**应用程序**文件夹，然后打开 HP Easy Scan。

## 故障排除

### 用户指南

《用户指南》中含有打印机使用和故障排除信息。可在打印机 CD 和 Web 上找到它：

1. 访问 [www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP)

2. 如果提示选择打印机，请照做，然后单击**用户指南**。

对于 Windows，在安装推荐的软件期间，将《用户指南》复制到计算机。

### 检查固件更新


1. 访问 [www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP)

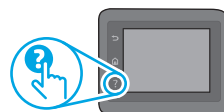
2. 如果提示选择打印机，请照做，然后单击**软件和驱动程序**。

3. 选择操作系统，然后单击**下一步**按钮。

4. 选择**固件**，然后单击**下载**按钮。

### 控制面板帮助

轻触打印机控制面板上的“帮助”按钮以访问帮助主题。



### 其他支持资源

有关 HP 对打印机的全方位帮助，请访问：

[www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP)

- 解决问题
- 查找高级配置说明
- 下载软件更新
- 加入支持论坛
- 查找保修和监管信息
- 访问移动打印资源

### 有线（以太网）网络连接（可选）

- 确认打印机使用长度合适的电缆连接到正确的网络端口。
- 确认网络端口旁的指示灯点亮。
- 确认计算机上装有打印驱动程序。
- 通过 ping 网络，测试网络连接：

#### Windows

单击**开始** > **运行**。键入 **cmd**，然后按 **Enter**。依次键入 **ping**、空格、打印机 IP 地址，然后按 **Enter**。**IP 地址示例**：192.168.0.1。要查找打印机 IP 地址，请参阅“查找打印机 IP 地址”。

#### OS X

打开“网络实用工具”，然后在 **Ping** 窗格中键入 IP 地址。按 **Enter**。**IP 地址示例**：192.168.0.1。要查找打印机 IP 地址，请参阅“查找打印机 IP 地址”。



- 如果窗口显示往返时间，则表明网络运行正常。
- 如果 ping 不起作用，则尝试重新启动打印机，然后重新检查所有连接步骤。

### 无线网络连接（无线型号）

- 确认未连接网络电缆。连接网络电缆时，打印机无法连接到无线网络。
- 确认打印机和无线路由器均已开启且通电。还要确保无线开关已开启。
- 确认打印机在无线网络的覆盖范围内。对于大多数网络，打印机与无线接入点（无线路由器）的距离必须在 30 米（100 英尺）以内。
- 确认计算机上装有打印驱动程序。
- 确认计算机与打印机连接到同一无线网络。
- 对于 Mac，确认无线路由器支持 Bonjour。
- 重新启动无线路由器。

### 传真故障排除（仅限传真型号）

#### 确认实物连接

- 确认用电话线连接打印机背面的传真端口与墙上的插孔。
- 对于外线电话或其他设备，确认用电话线连接打印机背面的电话端口与该设备。
- 如果外呼电话因检测不到拨号音或线路忙而失败，则连接到其他电话线。
- 对于 IP 传真服务，从打印机控制面板上的**传真设置**菜单中降低**传真速度**并关闭**纠错模式**。

#### 确认打印机传真设置

- 要使用电话公司或服务提供商提供的语音信箱服务，请确保将打印机的**应答前振铃次数**设置为少于电话应答机的振铃次数。
- 如果将多个电话号码分配给同一条实物电话线，并且这条线路由多个设备共享，则确保正确设置打印机的特殊振铃。使用打印机应答传真但忽略其他振铃类型的设置。
- 将“传真速度”设置配置为**中 (V.17)** 或**慢 (V.29)** 也可提高发送传真的能力。

## ! IMPORTANT:

Follow **Steps 1 - 2** on the printer hardware setup poster, then continue with **Step 3**.



## 3. Initial setup on the control panel

After turning on the printer, wait for it to initialize. To navigate the control panel, use touch, swipe, and scroll gestures. Follow the prompts on the control panel to configure these settings:

- Language
- Location
- Default Settings

Under **Default Settings** select one of these options:

- **Self-managed:** Optimized default settings for most users that include guided setup and configuration steps and automatic updates.
- **IT-managed:** Optimized default settings for fleet manageability. Settings are fully customizable after initial setup.

**NOTE:** Select **Print Information Page** to print a page that instructs how to change the default settings.

## 4. Select the connection method

### USB connection directly between the printer and the computer

Use an A-to-B type USB cable.

#### Windows

1. Do not connect the USB cable before installing the software. The installation process prompts to connect the cable at the appropriate time. If the cable is already connected, restart the printer when installation prompts to connect the cable.
2. Continue to "**5. Download and install the software.**"

#### OS X

1. For OS X, connect the USB cable between the computer and the printer before installing the software.
2. Continue to "**5. Download and install the software.**"

### Wired Ethernet network connection (Optional)

Use a standard network cable.

1. Connect the network cable to the printer and to the network. Wait a few minutes for the printer to acquire a network address.
2. Continue to "**5. Download and install the software.**"

### Wireless network connection (wireless models only)

#### Touchscreen control panels

1. To connect the printer to a wireless (Wi-Fi) network, on the printer control panel, touch the Wireless button.
2. Touch **Wireless Menu**, and then touch **Wireless Setup Wizard**. Select the network name from the SSID list, or enter the network name if it is not listed.
3. Use the keyboard to enter the passphrase, and then touch the **OK** button.
4. Wait while the printer establishes a network connection.
5. On the printer control panel, touch the Network button. If an IP address is listed, the network connection has been established. If not, wait a few more minutes and try again. Note the IP address for use during software installation.  
**Example IP address:** 192.168.0.1

### Manually configure the IP address

See the printer user guide for information on how to manually configure the IP address [www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP).

## 5. Download and install the software



### Method 1: Download HP Easy Start (Windows and OS X)

1. Go to [123.hp.com/laserjet](http://123.hp.com/laserjet), and click **Download**.
2. Follow the on-screen instructions and prompts to save the file to the computer.
3. Launch the software file from the folder where the file was saved.



### Method 2: Download from printer support website (Windows and OS X)

1. Go to [www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP).
2. Select **Software and drivers**.
3. Download the software for your printer model and operating system.
4. Launch the software file from the folder where the file was saved.



### Method 3: Install from the printer CD (Windows only)

1. Insert the printer CD into the computer.
2. Follow the on-screen instructions to install the software.

#### Install Notes

For more details about the software for the printer, see the install notes file on the printer CD.

### Readiris Pro for HP

Readiris Pro provides your HP product with advanced OCR and scanning features. Easily convert your paper documents into editable and searchable PDF files, ready to be stored and shared. To download the software from the Web, go to: [www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP).

Select **Drivers**, select the appropriate operating system, and click **Next**. Click **Application - 3rd Party**, and then click the **Download** button.

## 6. Mobile printing (optional)

### 6.1 Connect the device to the wireless network

To print from a phone or tablet, connect the device to the same wireless network as the printer.

**Apple iOS devices (AirPrint):** Open the item to print, and select the Action icon. Select **Print**, select the printer, and then select **Print**.

**Android devices (4.4 or newer):** Open the item to print, and select the Menu button. Select **Print**, select the printer, and select **Print**.

Some devices require downloading the HP Print Service plugin app from the Google Play store.

**Windows Phone:** Download the HP AiO Remote app from the Windows Store.

#### Learn more about mobile printing

For further information on these and other operating systems (Chrome/Google Cloud Print) go to [www.hp.com/go/LaserJetMobilePrinting](http://www.hp.com/go/LaserJetMobilePrinting) or scan the QR code.



### 6.2 Wi-Fi Direct (wireless models only)

Wi-Fi Direct allows Wi-Fi capable devices, such as smart phones, tablets, or computers, to make a wireless network connection directly to the printer without using a wireless router or access point. Connect to the printer's Wi-Fi Direct signal the same way Wi-Fi capable devices are connected to a new wireless network or hotspot.

#### Enable Wi-Fi Direct

To set up Wi-Fi Direct from the control panel, complete the following steps:

1. From the Home screen on the printer control panel, touch the **Connection Information** button, and open the following menus:
  - **Wi-Fi Direct**
  - **Settings**
  - **On/Off**
2. Touch the **On** menu item. The printer saves the setting and then returns the control panel to the **Wi-Fi Direct Settings** menu.

For more information on wireless printing and wireless setup, go to [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting).

#### Discover the printer

1. From the mobile device, turn on the Wi-Fi, and search for wireless networks.
2. Select the printer as shown on the printer control panel.  
**Example printer name:** Direct-bb-HP M277 Laserjet

## 7. Set up HP ePrint via email (optional)

Use HP ePrint via email to print documents by sending them as an email attachment to the printer's email address from any email enabled device, even from devices that are not on the same network.

To use HP ePrint via email, the printer must meet these requirements:

- The printer must be connected to a wired or wireless network and have Internet access.
- HP Web Services must be enabled on the printer, and the printer must be registered with HP Connected.

### Enable HP Web Services

1. From the Home screen on the printer control panel, touch the **Connection Information** button, and open the following menus:
  - **HP ePrint**
  - **Settings**
  - **Enable Web Services**
2. Touch the **OK** menu item. The printer enables Web Services, and then prints an information page. The information page contains a printer code necessary to register the HP printer at HP Connected.
3. Go to [www.hpconnected.com](http://www.hpconnected.com) to create an HP ePrint account and complete the setup process.

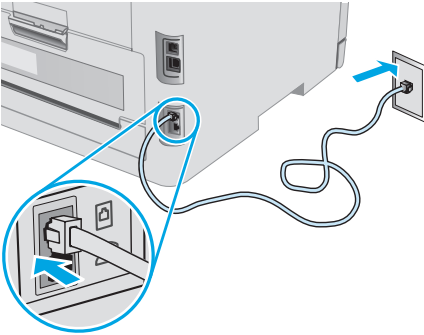
## 8. Set up fax (fax models only - optional)

### 8.1 Connect the printer




The printer is an analog device. HP recommends using the printer on a dedicated analog telephone line.

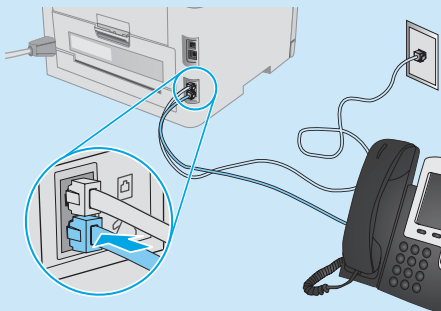
 **NOTE:** Some countries/regions might require an adapter for the phone cord that came with the printer.

Connect the phone cord that came with the printer to the Fax port on the printer and to the telephone jack on the wall.



#### How do I connect an answering machine or extension phone?

1. Remove the plug from the phone port .
2. Disconnect the answering machine phone cord from the phone jack, and then connect it to the phone port  on the printer.
3. Connect the phone cord that came with the printer to the fax port  on the printer and to the telephone jack on the wall.



#### How do I set up HP printers in digital phone environments?

HP printers are designed specifically for use with traditional analog phone services. For a digital phone environment (such as DSL/ADSL, PBX, ISDN, or FoIP), digital-to-analog filters or converters might be necessary when setting up the printer for fax.

**Note:** Depending on the phone company, the printer might not be compatible with all digital service lines or providers, in all digital environments, or with all digital-to-analog converters. Contact the phone company to determine which setup options are best.

**Note:** When setting up ring pattern detection in a PBX phone system that has different ring patterns for internal and external calls, make sure to dial the printer fax number using an external number for recording the ring pattern.


### 8.2 Configure the printer


Configuring the fax time, date, and header settings is required to use the fax feature.

#### HP Fax Setup Wizard (Windows)


1. Open the HP Printer Assistant.
  - **Windows 10:** From the **Start** menu, click **All Apps**, click **HP**, and then select the printer name.
  - **Windows 8.1:** Click the down arrow in lower left corner of the Start screen, and then select the printer name.
  - **Windows 8:** Right-click an empty area on the Start screen, click All Apps on the app bar, and then select the printer name.
  - **Windows 7, Windows Vista, and Windows XP:** From the computer desktop, click Start, select All Programs, click HP, click the folder for the printer, select the icon with the printer's name, and then open **HP Printer Assistant**.
2. In the HP Printer Assistant, select **Fax**, and then select **Fax Setup Wizard**.
3. Follow the on-screen instructions to configure the fax settings.

#### Basic Setup menu

1. From the Home screen on the printer control panel, touch the Setup  button.
2. Select **Fax Setup**, and then select **Basic Setup**.
3. Select **Time/Date**.
4. Select the **12-hour** or **24-hour**.
5. Use the keypad to enter the current time, and then touch the **OK** button.
6. Select the date format.
7. Use the keypad to enter the current date, and then touch the **OK** button.
8. Select **Fax Header**.
9. Use the keypad to enter the fax number, and then touch the **OK** button.

 **NOTE:** The maximum number of characters for the fax number is 20.

10. Use the keypad to enter your company name or header, and then touch the **OK** button.  
To enter special characters that are not on the standard keypad, touch the **@#** button to open a keypad that contains special characters.

 **NOTE:** The maximum number of characters for the fax header is 40.

#### Learn more!

For more information about other ways to send faxes, such as scheduling a fax to be sent later or sending faxes from a computer, see the user guide on the printer CD, or go to: [www.hp.com/support/ljm278MFP](http://www.hp.com/support/ljm278MFP)



## 9. Use the scan feature

Use the HP Scan software on your computer to start a scan job at the printer.

### Windows

Open **HP Printer Assistant**, select **Scan**, and then select **Scan a Document or Photo**.

### OS X

Go to the **Applications** folder and open **HP Easy Scan**.

## Troubleshooting

### User guide

The user guide includes printer usage and troubleshooting information. It is available on the printer CD and on the Web:

1. Go to [www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP)
2. Select the printer if prompted to, and then click **User Guides**.

For Windows, the user guide is copied to the computer during the recommended software installation.

### Check for firmware updates

1. Go to [www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP)
2. Select the printer if prompted to, and then click **Software and Drivers**.
3. Select the operating system, and click the **Next** button.
4. Select **Firmware**, and click the **Download** button.

### Control panel help

Touch the Help ? button on the printer control panel to access help topics.



### Additional support resources

For HP's all-inclusive help for the printer, go to: [www.hp.com/support/ljM278MFP](http://www.hp.com/support/ljM278MFP)

- Solve problems
- Find advanced configuration instructions
- Download software updates
- Join support forums
- Find warranty and regulatory information
- Access mobile printing resources

### Wired (Ethernet) network connection (optional)

- Verify that the printer is attached to the correct network port using a cable of the correct length.
- Verify the lights next to the network port are lit.
- Verify the print driver is installed on the computer.
- Test the network connection by pinging the network:

#### Windows

Click **Start > Run**. Type **cmd**, and press **Enter**. Type **ping**, type a space, type the printer IP address, and then press **Enter**.

**Example IP address:** 192.168.0.1. To find the printer IP, see "Find the printer IP address."

#### OS X

Open the Network Utility, and type the IP address in the **ping** pane. Press **Enter**. **Example IP address:** 192.168.0.1. To find the printer IP, see "Find the printer IP address."



- If the window displays round-trip times, the network is working.
- If the ping does not work, try restarting the printer and recheck all of the connection steps.

### Wireless network connection (wireless models)

- Verify that the network cable is not connected. The printer cannot connect to a wireless network when a network cable is connected.
- Verify that the printer and wireless router are turned on and have power. Also make sure the wireless switch is turned on.
- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).
- Verify the print driver is installed on the computer.
- Verify that the computer and printer connect to the same wireless network.
- For Mac, verify that the wireless router supports Bonjour.
- Restart the wireless router.

### Fax troubleshooting (fax models only)

#### Verify the physical connection

- Verify that the phone cord is connected to the fax  port on the back of the printer and to the wall jack.
- For an extension phone or other additional device, verify the phone cord is connected to the telephone  port on the back of the printer and to the device.
- If outgoing phone calls fail because no dial tone is detected or the line is busy, connect to a different phone line.
- For Fax over IP service, reduce the **Fax Speed**, and turn off **Error Correction Mode** from the **Fax Settings** menu on the printer control panel.

#### Verify the printer fax settings

- To use a voice-mail service from the phone company or service provider, make sure that the printer **Rings to Answer** setting is set to be fewer rings than the telephone answering machine.
- If multiple phone numbers are assigned to the same physical phone line and the line is shared by multiple devices, make sure that the printer is set to the correct distinctive ring setting. Use a setting in which the printer answers faxes and ignores other ring types.
- Configuring the Fax Speed setting to **Medium (V.17)** or **Slow (V.29)** can also improve your ability to send a fax.





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- 增加设备和接收器之间的距离。
- 将设备连接到与接收器不在同一电路上的插座。
- 咨询代理商或经验丰富的无线电/电视技术人员。

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- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

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